

Fig. 1

Find Requests - Microsoft Internet Explorer

File Edit View Favorites Tools Help Address Technical-Support&rdopdownsel=100&refid=0&page=showmatchingquestions

Back Search Favorites History

TePeople

Find Requests 44 43

Provider Pool: General Technical Support 42

Category: Sub-Category 1: CAID

Operating System: OS Version: Price is all time \$0.00 Fast Track only

<All Operating Systems> <All Versions>

Type of Provider: Priority Submitted When: Overdue/On Hold: Sort By: User On/Offline Descending

41

46 48

47

45

49

Right-click this link and select 'Add to Favorites' (Internet Explorer) or 'Add Bookmark' (Netscape) to save these search criteria

Submitter	Request	Actions
Yan+Timegrade	YGR-000002	FastTrack
Max	E-mail AOL OS: Microsoft Windows - Windows 2x	4 days, 01 min
Max	holiday M email Q3	No Bids
Max	E-mail AOL OS: Microsoft Windows - Windows 2x	1 day, 2 hrs, 04 min
max@ang-4	AP2240 not import	FastTrack
max@ang-4	Operating System - Not Listed OS: None	1 day, 2 hrs, 04 min
alex@user	MP Collaboration Test	FastTrack
Max	Computer Virus - All Windows OS: Microsoft Windows - Windows 2x	20 hrs, 41 min
Nov15	Test port	FastTrack
Nov15	Operating System - Not Listed OS: None	15 hrs, 10 min
doris.lavertko	Web attachment	FastTrack
doris.lavertko	Web Browser - Not Listed OS: None	16 hrs, 04 min
doris.lavertko	No title specified	FastTrack
doris.lavertko	Web Browser - Not Listed OS: None	18 hrs, 27 min
tchkanov+sporuser1	Test flow	No Bids
trial@red-sta	E-mail - Eudora OS: Microsoft Windows - Windows NT	4 hrs, 11 min
tchkanov+user3	Test flow	No Bids
tchkanov+user3	E-mail - Eudora OS: Microsoft Windows - Windows NT	2 hrs, 10 min

Fig. 1a

FOOTNOTES

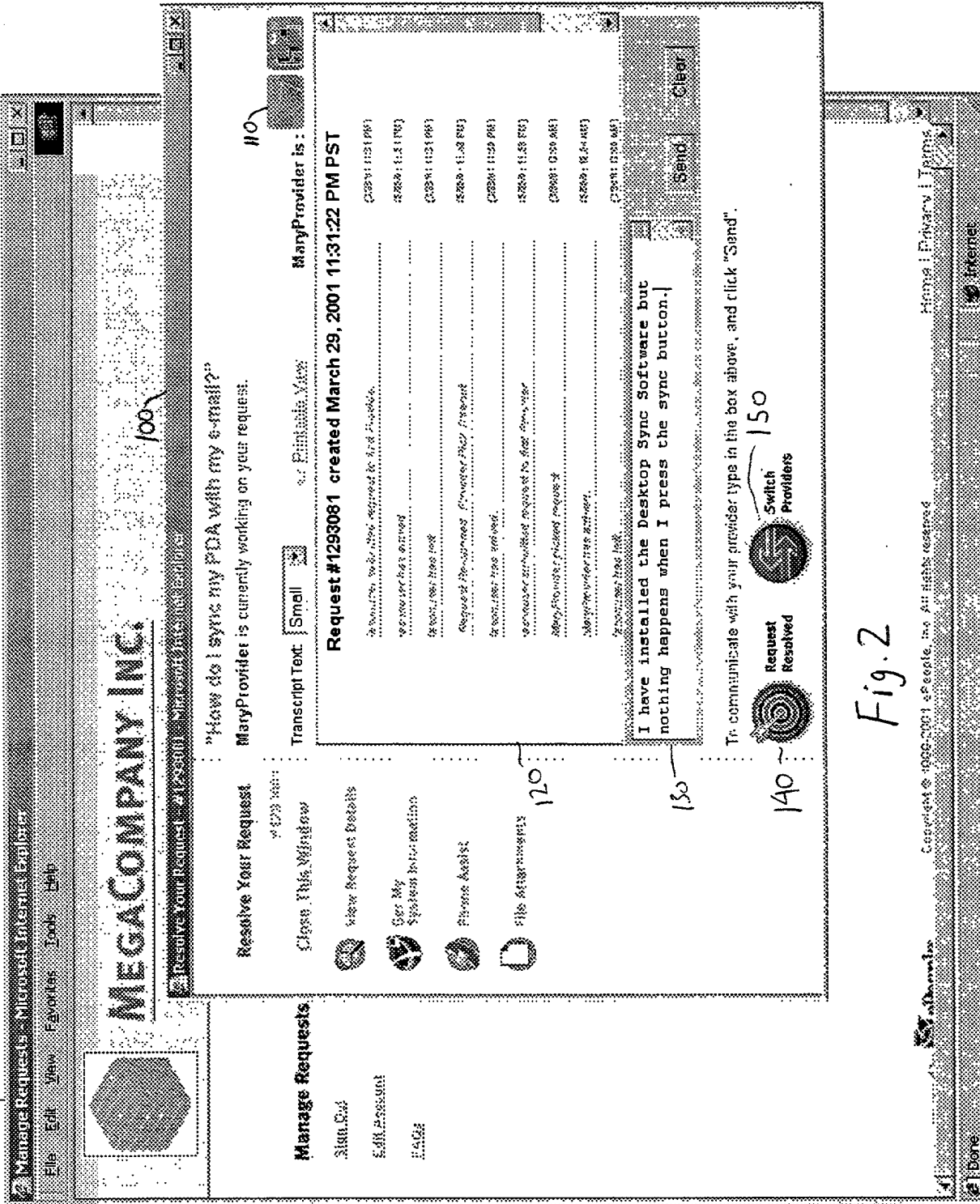


Fig. 2

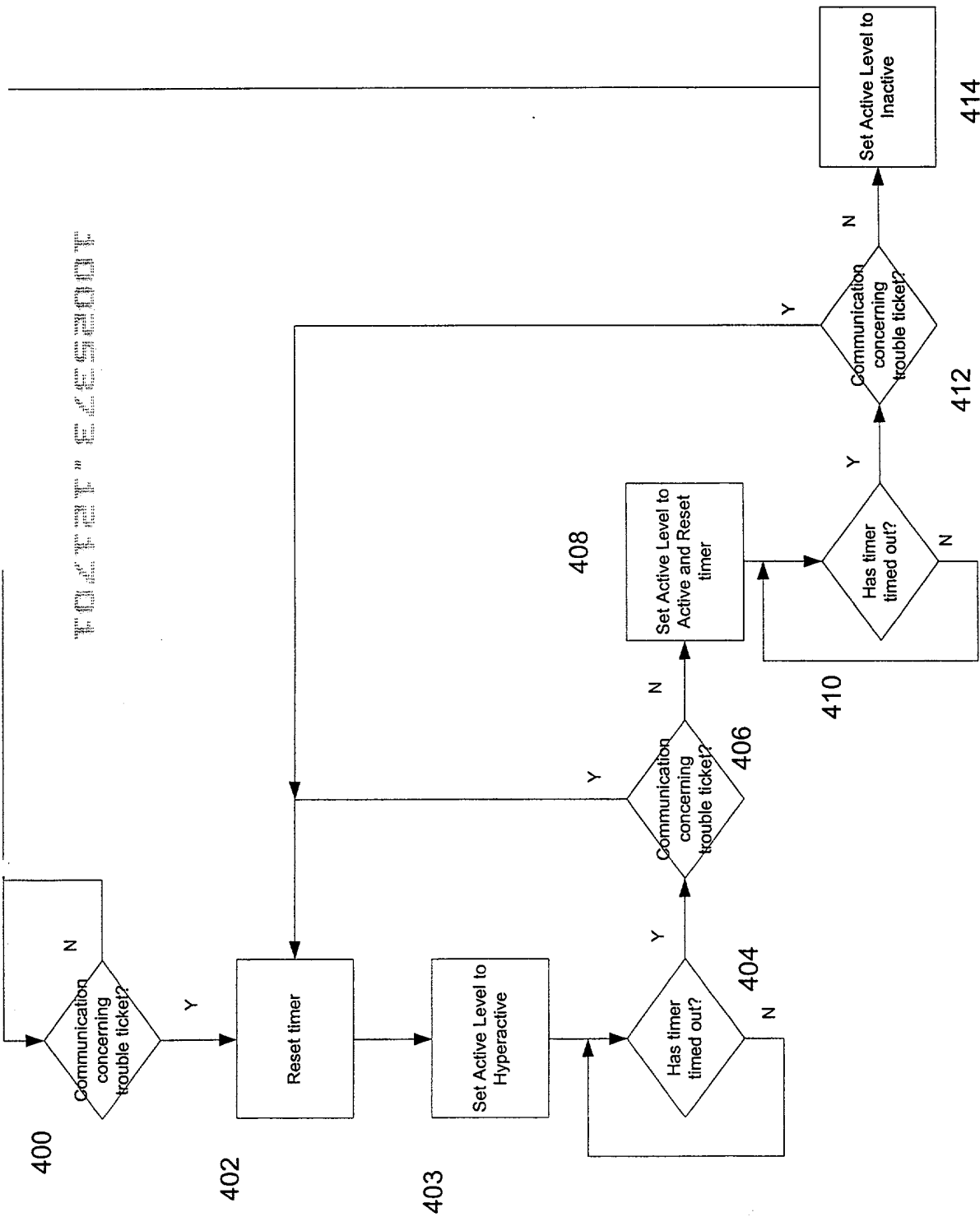


Fig. 4

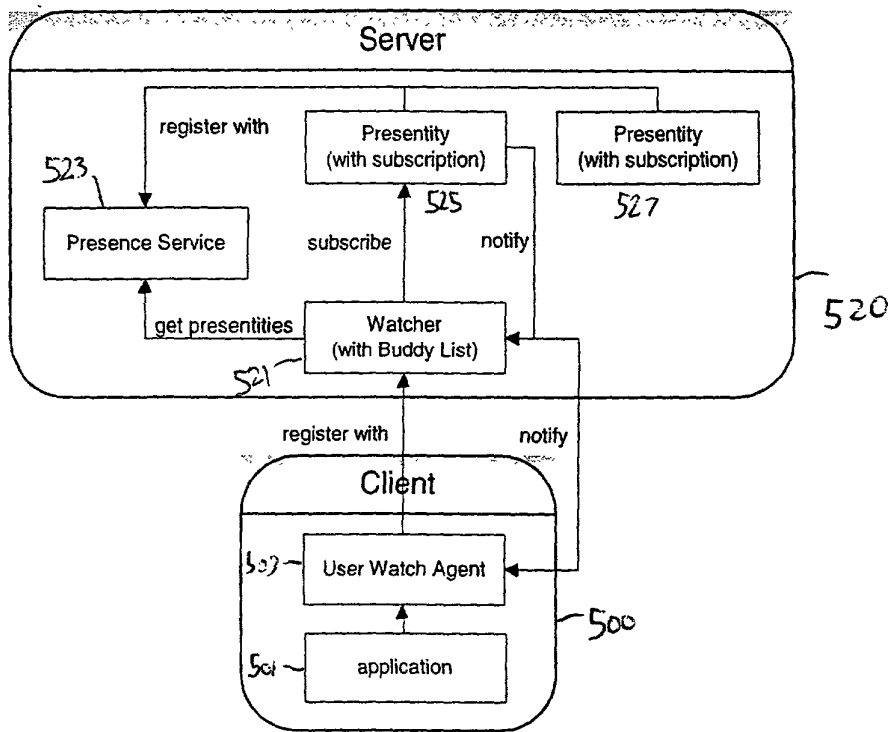


Fig. 5

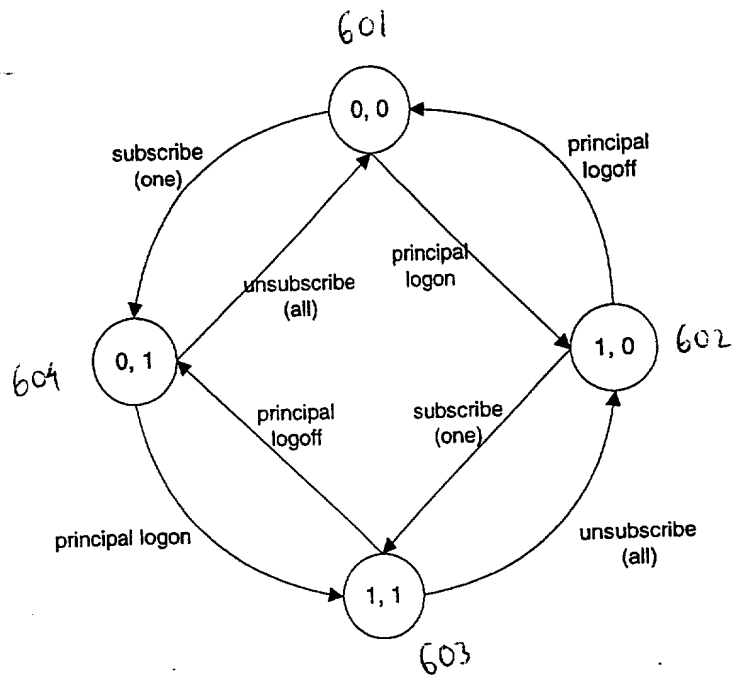


Fig. 6

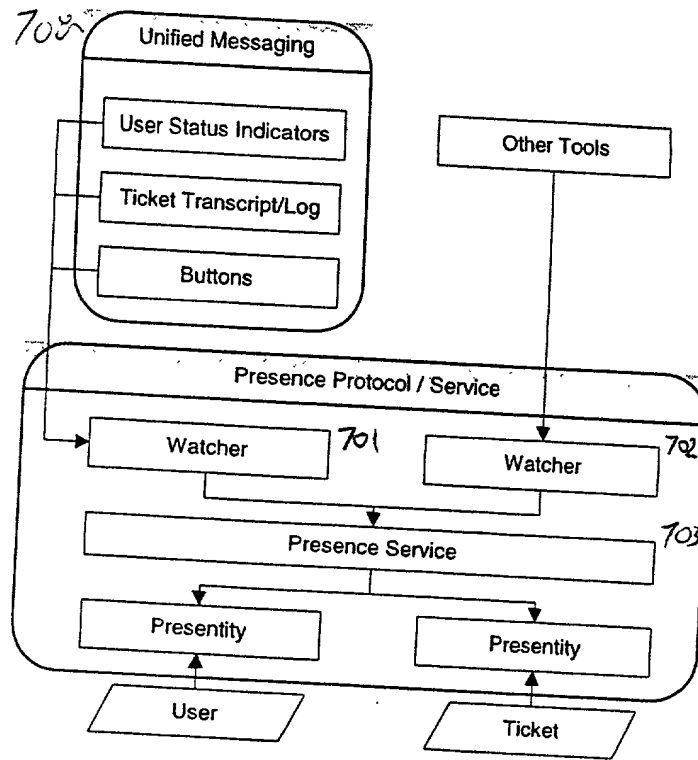
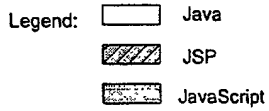


Fig. 7



1. status
2. transcript
3. message entry
4. ticket buttons
5. tool buttons
6. communication frame - JSP(server)
7. communication frame - JavaScript(client browser)

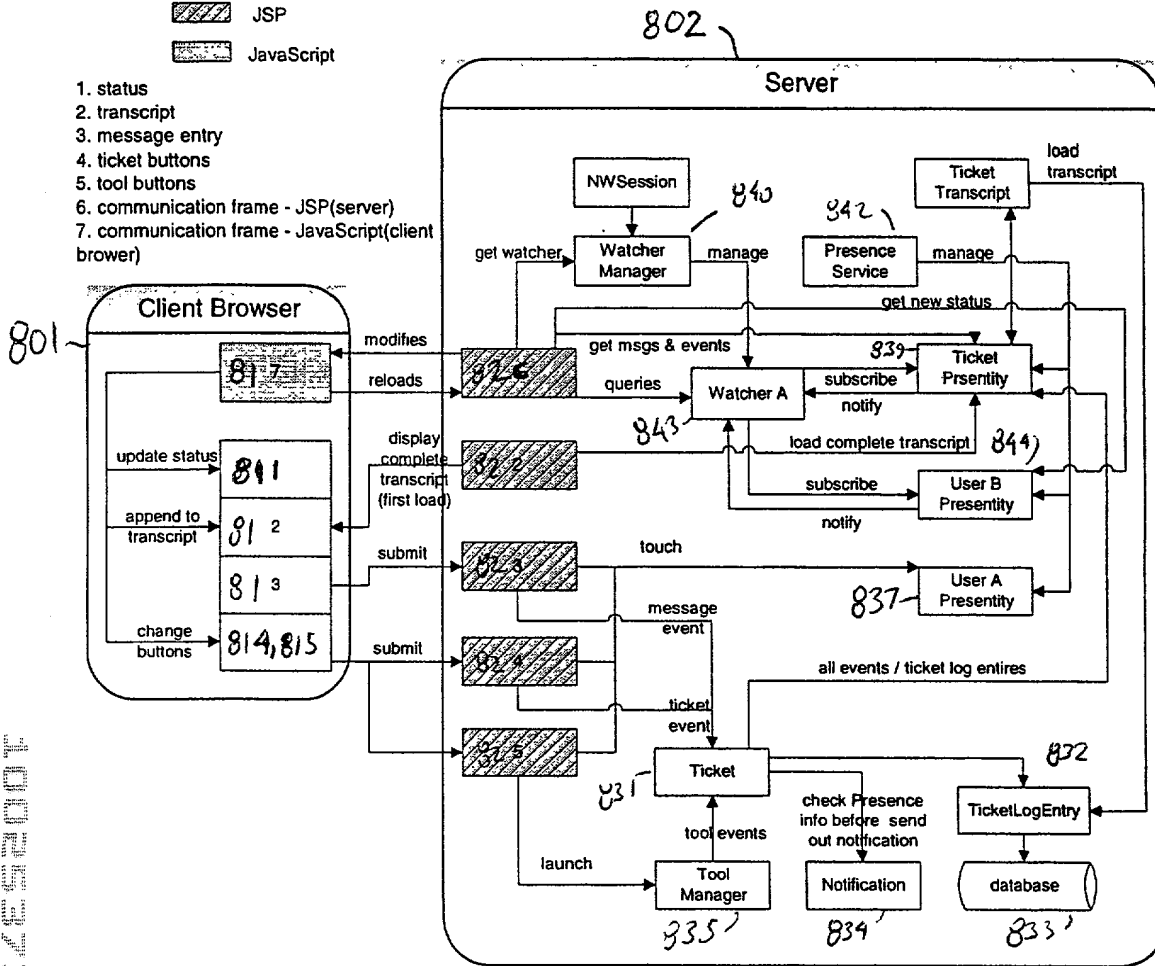


Fig. 8

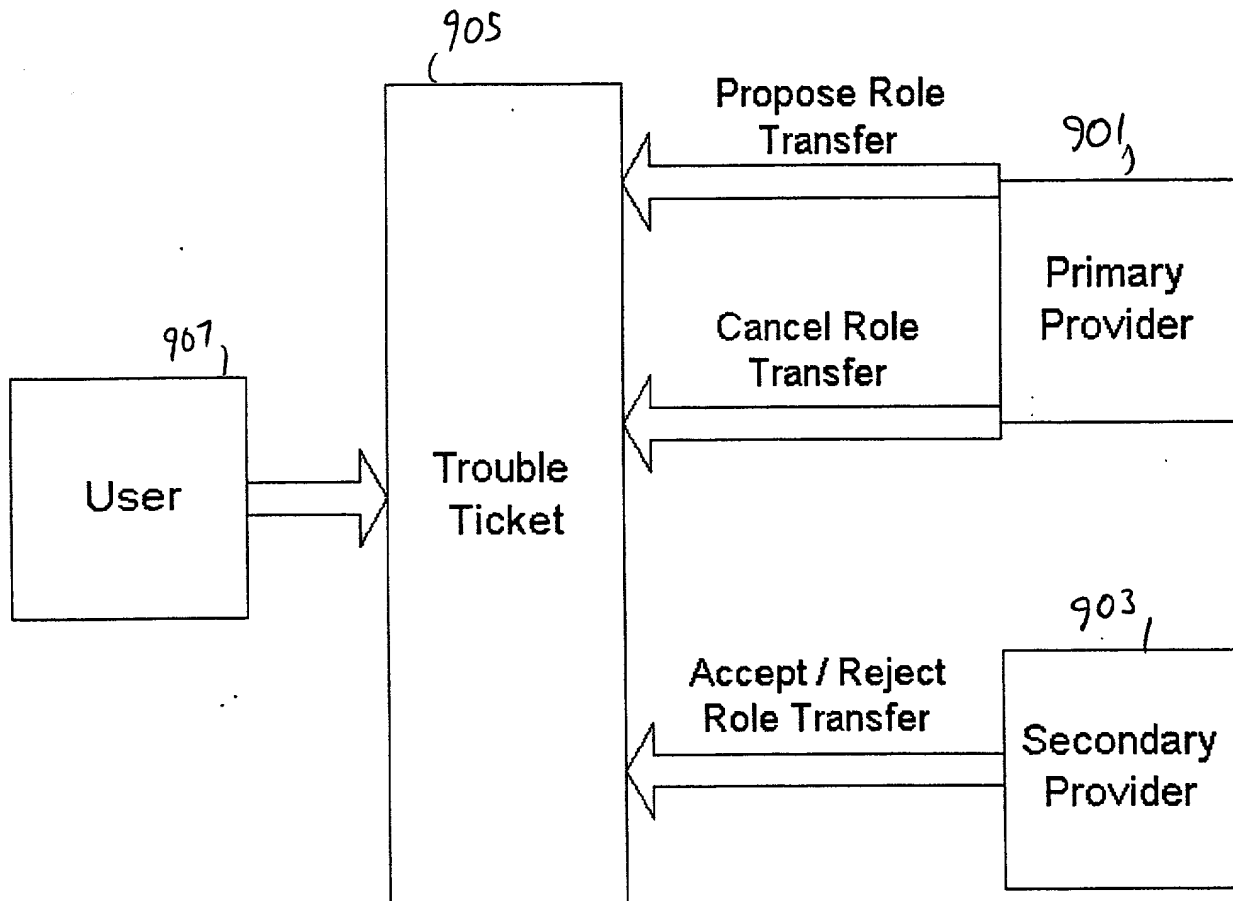


Fig. 8a

Resolve This Request - #1297928 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://18popup=1&question=1297928&refid=0&viewed=22344&serviceid=463760>

Resolve This Request

View Request Details

Attachments

Submitted By: TechRite

Assigned To: realtechna

Request #1297934 created November 27, 2001 3:05:41 PM PST

Support Catalog:

Databases

Operating System:

UNIX - (Over 256 MB RAM)

Description:

I need help converting an existing database from single-byte to double-byte. How do I convert the data?

Request was submitted to first provider who will resolve it \$75.00 (11/27/01 3:05 PM)

realtechna picked the request (11/27/01 3:22 PM)

realtechna requested collaboration (11/27/01 3:23 PM)

For Providers Only

Send Clear

Respond to this Collaboration Request

Accept

The primary Provider needs assistance. Click the "Accept" button to collaborate on this request.

Opening page <http://megapade.people.com/viewquestion?techview=18popup=1&question=1297928>

Fig. 9

Service Profile Detail - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home

Address http://qa.epeople.com/siteadmin/serviceprofile/serviceprofiledetail.jsp?serviceprofileid=2267

Go

Created: Nov 9, 2001 by Anonymous, Last Modified: Nov 9, 2001 by Anonymous, Effective: Nov 7, 2001

Name

TestAcorn

Save

Description

Test Acorn

Enable

☒

Service Network

Test Service Network for Acorn

Prayer type

Individual

Request Template

Acorn Service Request (#3484)

Upload Request Template XML (sample xml file)

view | remove

Upl

Resolution Summary Template (view DTG)

Upload Resolution Summary XML (sample xml file)

Browse...

Upl

Standard Routing Rules

scan for incomplete routing rules

Active Name

Request Classification

Tier 1

Category

any

Operating System

any

Other

any

Collaboration: 1005182886442, Fixed P

TestAcorn All

Add routing rule

Routing Rules for Cross Network Use

These Routing Rules are linked from collaboration configurations in other Oracle Networks

Fig. 10a

EL566656246US
11843/12



Routing Rule

[Tool Home](#) ▶ [Service Networks](#) ▶ [Service Profile Detail](#) ▶ [Routing Rule Detail](#)

Routing Rule: Test Acorn All #3579 (Enabled)

[Edit Routing Rule](#)

Request Classification	Settings
Category Level 1 <i>don't care</i>	Budgeted Cost \$33.00
Category Level 2 <i>don't care</i>	Hours of Operation <i>not specified</i>
Category Level 3 <i>don't care</i>	Upfront Charge no
OS <i>don't care</i>	
OS Version <i>don't care</i>	
Language <i>don't care</i>	
On Site <i>don't care</i>	
Priority <i>don't care</i>	

Tier 1

Multi-Provider Service Contract #2559; Collaboration: 1005182886442,
Fixed Price
Tier 1 Service Contract 0; Collaboration: 1005182886442, Fixed Price,
Individual Payer
[Edit Service Contract](#)

Status	Enabled
Pricing Scheme	Paid by Individual (Credit Card) Fixed price: \$33.00 Expected Cost: \$33.00
Group Receiving Payment	Test Acorn Inc.
Payment Entry Timer	10 min
Payment Verify Timer	20 min
Answer Accept Timer Init	20 min
Answer Accept Timer Retry	20 min
Expected Resolution Time	30 min, Target Percentage: 80%
Expected Rating	4 stars, Target Percentage: 80%
System Info	yes
Phone Call	no
Desktop Sharing	yes — 911
Primary Role Transferable	yes — 912
Allow Private Dialog	yes
Allow Private Attachments	yes

Provider 1: Sub Contract #2560 - Initial Primary
"Primary: Basic 1005182886533"
Primary: Basic 1005182886533
[Edit Service Contract](#)

Sub Contract Display Name Acorn Front Row 1

Fig. 106

Provider Pool Test Acorn Front Row
 Can Be Primary yes
 Matching Model Provider Picks
 Matching Timer 20 min
 Expected Response Time 10 min, Target Percentage: 70%
 New Request Alert yes

Provider 2: Sub Contract #2561 - Invariable Secondary

"Secondary: Basic 1005182886721"

Secondary: Basic 1005182886721

[Edit Service Contract](#)

Sub Contract Display Name Acorn Front Row 2

Provider Pool Test Acorn Front Row
 Can Be Primary yes — 915
 Matching Model Provider Picks
 Matching Timer 20 min
 Expected Response Time 20 min, Target Percentage: 70%
 New Request Alert yes

Provider 3: Sub Contract #2562 - Invariable Secondary

"Secondary: Basic 1005182886935"

Secondary: Basic 1005182886935

[Edit Service Contract](#)

Sub Contract Display Name Acorn Front Row 3

Provider Pool Test Acorn Front Row
 Can Be Primary yes
 Matching Model Provider Picks
 Matching Timer none specified - using default of 1 day
 Expected Response Time none specified
 New Request Alert yes

Provider 4: Cross Network Sub Contract #2563 - Invariable Secondary

"Secondary: Cross Network 1005182887121"

Secondary: Cross Network 1005182887121

[Edit Service Contract](#)

Sub Contract Display Name MegaSoft 1

Cross Network Routing Rule [Test Megasoft X Network](#)
 Can Be Primary no

Provider 5: Cross Network Sub Contract #2564 - Invariable Secondary

"Secondary: Cross Network 1005182887300"

Secondary: Cross Network 1005182887300

[Edit Service Contract](#)

Sub Contract Display Name Megasoft 2

Cross Network Routing Rule [Test Megasoft X Network](#)
 Can Be Primary no

If you wish to update this routing rule to apply to new tickets, you may activate a new routing rule so that this one can continue to be used for existing tickets. Click the "Update and Save As New Routing Rule" button to pre-fill the Create Routing Rule page with data from this routing rule.

Update and Save As New Routing Rule

Disable Routing Rule

Fig. 10c

10/27/2006 10:52:00 AM

Edit Service Contract - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History

Address http://qa.epeople.com/siteadmin/serviceprofile/editServiceContract.jsp?matrixbackid=3579&refid=0&serviceContractId=2559

Edit Service Contract

[Tool Home](#)
[Service Networks](#)
[Service Profile Detail](#)
[Rolling Rule Detail](#)
[Edit Service Contract](#)

Tier 1 Service Contract 2559: Collaboration: 1005182886442, Fixed Price

Service Contract Name

Collaboration: 1005182886442, Fixed Price

Description

Tier 1 Service Contract 0: Collaboration: 1005182886442

Tool Access Rules

☒ System Info
☐ Phone Call
☒ Desktop Sharing

For Reporting

Expected Cost

For reporting - to compare to actual cost of request incurred in unentitled case

Expected Rating

Percentage of requests meeting benchmark: %
For reporting - to compare to actual rating of requests and percentage of requests meeting expected rating.

Expected Resolution Time

minutes
Percentage of requests meeting benchmark: %
Displayed to providers as anticipated requirements, and to compare to actual resolution time of requests and percentage of requests meeting expected resolution time.

Fig. 10d